

Fig. 1

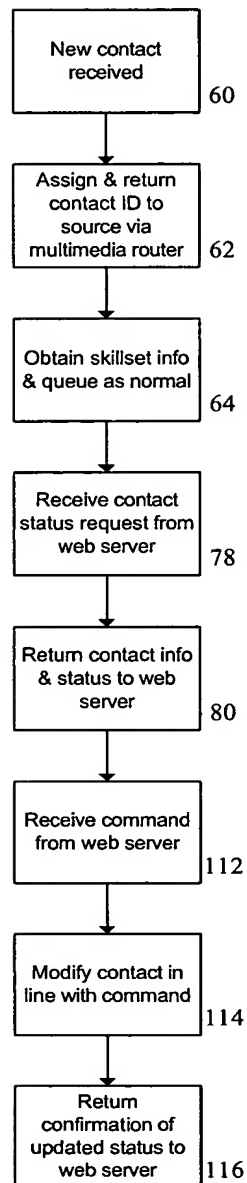


Fig. 2

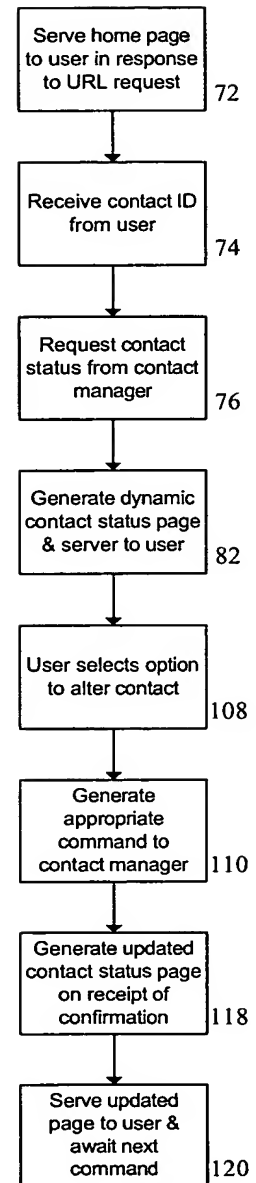


Fig. 4

File	Edit	View	Favorites	Help
Welcome to the Contact Tracking Site				
Please enter your Contact ID:		<input type="text" value="120034"/>		
And then your				
- phone number or		<input type="text" value="555-1234"/>		
- email address or				
- chat/IM nickname				
:				
And then hit "Enter" to retrieve your Contact Details				
		<input type="button" value="Enter"/>		

Fig. 3

File	Edit	View	Favorites	Help
Contact Tracker				
Contact ID: 120034		Type: Voice Call		<input type="button" value="Update Status!"/>
Current Position in Queue: 12		Expected Wait Time: 8 min		
Change how your query will be handled...				
Based on your inputs you have been queued to a SALES specialist		<input checked="" type="radio"/> Tech Support <input type="radio"/> Accounts <input type="radio"/> Complaints		
Other options available are :		<input type="button" value="Please queue to Agent :"/> <input type="button" value="Change Queue"/>		
		<input type="button" value="Send an email & hang up"/> <input type="button" value="Request call-back & hang up"/>		

Fig. 5